

## DCA – Consumer Services Mediated Complaints

This data set features consumer complaints against businesses that were mediated by the DCA Consumer Services Division during the last and current calendar years. It excludes complaints that may have ongoing legal investigations.

Column Name	Description
Business Name	Name of the business against which a complaint has been made.
Industry	The business category of the business against which a complaint has been made.
Complaint Type	Indicates the type of complaint made.
Mediation Start Date	Date mediation started. During the mediation process, DCA sends a copy of complaint to the business for written response. Then, mostly over the phone, a DCA mediator speaks with both consumer and the business to reach an agreement and settle the matter.
Mediation Close Date	Date mediation ended.
Complaint Result	Outcome of mediation efforts. See Appendix A for further details about complaint results.
Business and Consumer Satisfaction	This section indicates whether the complaint was mediated to the satisfaction of both the business and consumer. See Appendix A for Yes, No, and NA assignments.
Restitution	Total amount of consumer restitution secured through mediation.
Business Building	The building number of the business's address.
Business Street	The street name of the business's address.
Business Address Unit	The unit number of the business's address (e.g., Apartment/Suite/Other).

## Mediated Complaints

Column Name	Description
Business City	The city where the business is located.
Business State	The state where the business is located.
Business ZIP	The zip code where the business is located.
Complainant ZIP	The zip code where the individual who filed the complaint is located.

## Appendix A – Complaint Results

The following tables provide further details of complaint results. Note the following key in Description column:

- **B:** Business
- **C:** Consumer
- **M:** Mediator

<b>“Yes” Satisfaction Result</b> <i>Both business and consumer were satisfied with mediation result.</i>	<b>Description</b>
Agency Collected Judgment – ACJ	B, a DCA licensee, satisfied an outstanding judgment.
Bill Reduced – BLR	B agreed to reduce the amount of C’s original bill.
Cash Amount – AMT	B gave C a cash refund.
Credit Card Refund and/or Contract Cancelled – CRC	B issued C a credit on C’s credit card, and/or allowed C to cancel a contract.
Goods Exchanged – GEX	B exchanged goods with C.
Goods Received – GDR	B delivered goods to C.
Goods Repaired – GRS	B repaired goods for C.
Resolved and Consumer Satisfied – SPF	B resolved C’s complaint to C’s satisfaction, and no other code in this category more accurately describes the outcome.
Store Credit – SCR	B issued C store credit.

<b>“No” Satisfaction Result</b> <i>Business and/or consumer were dissatisfied with mediation result.</i>	<b>Description</b>
Advised to Sue – ATS	B failed to make an offer to settle the complaint, and M advised C of his/her right to pursue complaint in court.
Consumer Took Action – CTA	C decided to pursue complaint in court before mediation efforts were exhausted or C declined to have complaint heard in an administrative tribunal.

## Appendix A – Complaint Results

<b>“No” Satisfaction Result</b> <i>Business and/or consumer were dissatisfied with mediation result.</i>	<b>Description</b>
No Business Response – NVR	M left phone messages for B and there had been no response; and/or M sent a letter to B, the letter was not returned, and there had been no response. B is not licensed and no further Departmental action could be taken.
No Satisfactory Agreement – NSA	B is non-licensed or unlicensed. B made an offer to settle and C did not accept it. M advised C of his/her right to pursue complaint in court and/or informed C of another agency to contact for further assistance.
Referred to Hearing – RTH	B is licensed by DCA. B did not resolve complaint to C’s satisfaction. Complaint to be assessed for possible tribunal hearing.

<b>“NA” Result</b> <i>DCA could not complete the mediation process between business and consumer.</i>	<b>Description</b>
Complaint Invalid – CIN	There is no allegation of B violating the Consumer Protection Law or other DCA licensing laws or no other code in this category more accurately describes the outcome.
Consumer Withdrew Complaint – CWC	C decided to take back the complaint before mediation efforts were exhausted.
No Consumer Response – NCR	M left phone messages for C and there had been no response; and/or M sent a letter to C, the letter was not returned, and there had been no response.
No Satisfactory Preempted – NSP	Contract or policy provisions prohibit exchange/refund/return.
Out of Business – OOB	M found that B is out of business.
Referred to Manufacturer – RMF	M referred C to contact the manufacturer for repair under manufacturer’s warranty.
Referred to Outside – RTO	Complaint is outside DCA’s jurisdiction for purposes of mediation. M referred C to appropriate agency for assistance.
Unable to Locate Business – ULV	M called B, but the line was disconnected/there was no way to leave a message; and/or M sent a letter to B and the letter was returned as undeliverable. In addition, there was no confirmation in database that the B was OOB.



## Appendix A – Complaint Results

<b>“NA” Result</b> <i>DCA could not complete the mediation process between business and consumer.</i>	<b>Description</b>
Unable to Locate Consumer – ULC	M called C, but the line was disconnected/there was no way to leave a message; and/or M sent a letter to C and the letter was returned as undeliverable.